User
Guide

BROADBAND E219 HSDPA USB MODEM

DiGi

Always the
smarter choice

Hardware Manual

Broadband E219 HSDPA USB Modem

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Q : **I have set the modem tools to WCDMA only signal, but why am I getting only EDGE /GPRS coverage/speed?**
A : Do take note that your area may not be covered by our 3G network at the moment. Please check the coverage map @
http://www.digi.com.my/broadband

Q : **After I plug in the modem, it fails to prompt me to perform the Connection Manager installation. What should I do?**
A : Go to My Computer > DiGi Internet drive and locate the 'Setup.exe' file. Double-click it and it should launch the installation process.

Q : **The modem's Connection Manager has been installed, but not the drivers. What should I do?**
A : Remove the modem from the USB slot and re-plug it in the same slot, or another USB slot.

Q : **I am unable to find any new devices in the device manager after the Connection Manager has been installed. What should I do?**
A : Please perform the following:
   1. Uninstall the 'Mass Storage device' from 'Device Manager'.
   2. Reinstall the modem's software.

Q : **Even after successful installation, the Connection Manager does not auto-run. What should I do?**
A : This occurs with the Windows 2000 operating system which does not support 'hot plug-in'. You can double-click the DiGi Internet icon on the desktop to launch the Connection Manager.

Q : **When I click on the 'Connect' button in the Connection Manager, the message 'Modem not found' appears. What should I do?**
A : Your PC could not detect your modem or could not recognise the modem's driver. Please remove and re-plug the modem into the USB port.

Q : I can't get connected. What should I do?
A : Please check the following:
1. Please make sure the modem is connected properly (Signal bars appear on the signal strength icon).

2. Access Point Name (APN) is set to 3gdgnet **[Tools > Options > Profile Management]**

3. Dial-up number should be *99# **[Tools > Options > Profile Management]** Broadband Customer Service at 016 299 3333 or 1 800 68 3333 check if your subscription is active.

Q : I am experiencing slow Internet browsing speed. It takes ages for each page to load.
A : Slow connection speed can be attributed to a few factors:
1. Check the network signal strength. If the connection is poor (2 bars or less), you may be in a low coverage location. Try moving around to see if you are able to receive better coverage.

2. Check the network type (GPRS/EDGE/UMTS/HSDPA/HSPA/WCDMA)? Please check the network status at the bottom of the Connection Manager.

3. Set the network settings in the modem tools to WCDMA only signal. **[Tools > Options > Network]**

4. Are you using any P2P application? If yes, do turn it off as the P2P application may consume all the available bandwidth.

Q : I am connected, but I can't browse or connect to my Messenger.
A : 1. Go to your Internet Explorer > Tools > Internet Options > Connection > LAN Settings and uncheck the Proxy Server settings.

2. If it is already unchecked, disconnect and reconnect the Internet connection again.

Table of Contents

Thank you for purchasing the Broadband E219 HSDPA USB Modem (hereinafter referred to as the E219). With the E219, you can access the Internet through wireless network at a high speed.

Note:
- This manual describes the appearance, installation and removal of the E219.
- For the operation of the management program, refer to the User Manual.
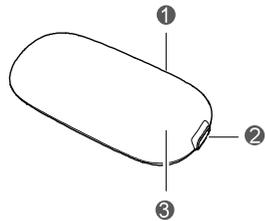
What is in Your Package

The package of your E219 contains the following items:
- One E219 modem
- One Quick Start Guide
- One USB cable

Getting to Know the E219

The following figure shows the appearance of the E219.

It is only for your reference. The actual product may differ.

DiGi Internet Troubleshooting Guide

Q : How do I know that I am connected via the DiGi 3G connection?

A : Please refer to the signal bar icon at the bottom left of the Connection Manager window. It indicates whether it is connected to a GPRS, EDGE or UMTS/WCDMA/HSDPA network.
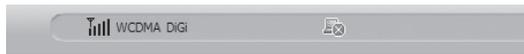
Q : Can I unplug the modem without first removing it from the operating system menu?

A : The modem supports hot plug-in/unplug, however we would recommend that you remove the device via the operating system first.

1. Indicator

It indicates the status of the E219.

Colour	Status	Definition
Green	Blinking (on for 100ms and off for 100ms; then on for 100ms and off for 2700ms)	The E219 is powered on
Green	Blinking (on for 100ms and off for 2900ms)	The E219 is registered to a GPRS (GSM/GPRS/EDGE) network
Blue	Blinking (on for 100ms and off for 2900ms)	The E219 is registered to a UMTS (WCDMA/HSDPA) network
Green	On	The E219 is connected to a GPRS network
Blue	On	The E219 is connected to a WCDMA network
Cyan	On	The E219 is connected to a HSDPA network
-	Off	The E219 is removed from PC

2. Mini-USB interface

It connects the E219 with a computer through a USB data cable.

3. SIM/USIM Card Slot

Holds the Subscriber Identity Module/UMTS subscriber identity module (SIM/USIM) card.

Preparing the E219

Requirements for the Computer

To use the E219, the computer must meet the following requirements:

- USB Type A Receptacle, Compatible with USB 2.0 Full Speed
- Windows 2000 SP4, Windows XP SP2, Windows Vista, Mac OS
- Your computer's hardware system should meet or exceed the recommended system requirements for the installed version of OS
- Resolution for the display: 800 × 600 or above

Installing the USIM/SIM Card

1. Remove the UMTS subscriber identity module/subscriber identity module (USIM/SIM) card slot from the E219.
2. Then insert the USIM/SIM card into the card slot.
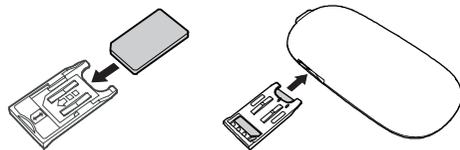
3. Make sure that the USIM/SIM card is fully in place.
4. Insert the card slot into the E219.

1. Launch the DiGi Internet Connection Manager.

2. Go to 'Tools' > 'Options' > 'Profile Management'

3. In the 'Profile Management' window, perform the setup as below:

- APN: 3gdgnet
- Dial-up Number: *99#
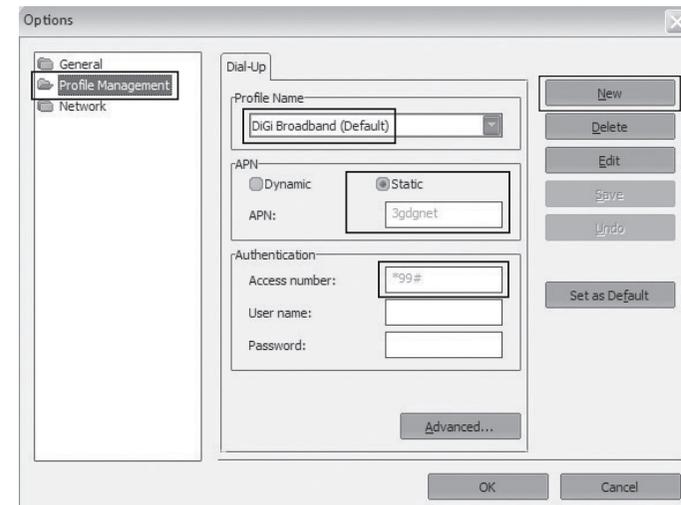
Q : What does the blinking LED on the modem indicate?

A :

LED Indicator	Status	Definition
Green	Blinking (on for 100ms and off for 100ms; then on for 100ms and off for 2700ms)	The modem is powered on
Green	Blinking (on for 100ms and off for 2900ms)	The modem is registered to a GPRS (GSM/GPRS/EDGE) network
Blue	Blinking (on for 100ms and off for 2900ms)	The modem is registered to a UMTS (WCDMA/HSDPA) network
Green	On	The modem is connected to a GPRS network
Blue	On	The modem is connected to a WCDMA network
Sky Blue	On	The modem is connected to a HSDPA network
No Colour	Off	The modem is removed

**Q : How do I configure the settings to DiGi's settings to enable me to connect?**

A : The built-in driver and client should already have DiGi's settings. However, in case you need to alter the settings, please follow the steps below:

Connecting the E219 with a PC

Note:

First, power on the computer. Then connect the E219 with the computer. Otherwise, the E219 cannot be installed normally.

The following figure is the sketch map of the data cable.

❶ Auxiliary USB data cable
❷ Main USB data cable
❸ Mini-USB connector
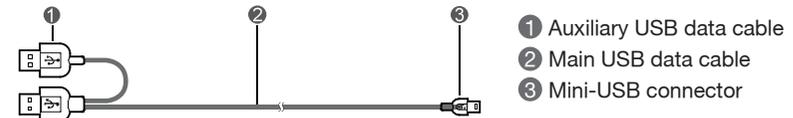
1. Plug the mini-universal series bus (USB) connector into the E219.

2. Plug the connectors of the main USB data cable and the auxiliary USB data cable into the USB interfaces of the computer.
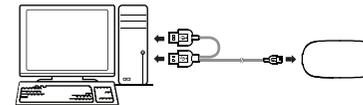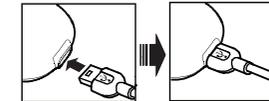
3. The OS automatically detects and recognises new hardware and starts the installation wizard. If the installation wizard does not respond, double-click the AutoRun.exe file in the driver path to manually install the E219 Manager.

4. Follow the prompts of the installation wizard.

5. After the program is installed, a shortcut icon for the E219 management program is displayed on the desktop.

Launching the Management Program

After the E219 is installed, the management program is launched automatically. Then every time the E219 is connected to the PC, the management program is launched automatically.

You can also double-click the shortcut icon on the desktop to launch the management program.

Removing the E219

Click 'Safely Remove Hardware' icon at the taskbar and follow the on-screen instruction to remove the modem.

Uninstalling the Management Program

1. Click Start Menu
2. Click Control Panel
3. Click Add/Remove Program to remove the management program of the E219

Q : What are the laptop/PC requirements for this modem to function?

A : The USB modem will operate on both a laptop or desktop PC with the minimum requirements below:

- Laptop/PC hardware must meet or exceed the recommended system requirements for the installed version of the operating system
- Hard Disk: 50MB free disk space
- Operating System: Windows XP/Windows 2000/Windows Vista/ Mac OS X version 10.4.3
- USB Modem Interface: USB 2.0
- Display Resolution: 800 x 600 pixels or above (1024 x 768 pixels recommended)

Q : How do I install the modem?

A : Please follow the steps below:

1. Plug-in the modem into the USB slot available on your laptop/PC.

2. Your laptop/PC should detect the modem and install the driver of the modem automatically.

3. Your laptop/PC will then prompt you to install the DiGi Internet Connection Manager.

4. Follow the on-screen instructions to complete the installation.

DiGi Internet Modem FAQ

Safety Information

Read the safety information carefully to ensure the correct and safe use of your wireless device.

Interference

Do not use your wireless device if using the device is prohibited or when it cause danger or interference with electric devices.

Medical Device

- Do not use your wireless device and follow the rules and regulations set forth by hospitals and healthcare facilities.
- Some wireless devices may affect the performance of hearing aids. For any such problems, consult your service provider.
- If you are using an electronic medical device, consult the doctor or device manufacturer to confirm whether the radio waves affect the operation of this device.

Area with Inflammables and Explosives

To prevent explosions and fires in areas that are stored with inflammable and explosive devices, do not use your wireless device and observe the rules. Areas stored with inflammables and explosives include but are not limited to the following:

- Petrol station
- Fuel depot (such as the bunk below the deck of a ship)
- Container/Vehicle for storing or transporting fuels or chemical products
- Area where the air contains chemical substances and particles (such as granule, dust, or metal powder)

- Area indicated with the "Explosives" sign
- Area indicated with the "Power off bi-direction wireless equipment" sign
- Area where you are generally suggested to stop the engine of a vehicle

Traffic Security

- Observe local laws and regulations while using the wireless device. To prevent accidents, do not use your wireless device while driving.
- RF signals may affect electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- In a motor vehicle, do not place the wireless device over the airbag or in the airbag deployment area. Otherwise, the wireless device may hurt you owing to the strong force when the airbag inflates.
- Observe the rules and regulations of airline companies. When boarding, switch off your wireless device. Otherwise, the radio signal of the wireless device may interfere with the plane control signals.

Safety of Children

Do not allow children to use the wireless device without guidance. Small and sharp components of the wireless device may cause danger to children or cause suffocation if child swallows the components.

Environment Protection

Observe the local regulations regarding the disposal of your packaging materials, used wireless device and accessories, and promote their recycling.

5 Acronyms and Abbreviations

Numeric	3G	The Third Generation
A	APN	Access Point Name
D	DNS	Domain Name Server
G	GPRS	General Packet Radio Service
P	PIN	Personal Identification Number
	PUK	PIN Unblocking Key
S	SIM	Subscriber Identity Module
U	USIM	UMTS Service Identity Module
W	WINS	Windows Internet Name Service

4 FAQ

What should I do if I cannot access the Internet?

1. Check the network signal strength.
2. Check whether you have activated the wireless online service. You can ask the local network operator how to activate it.
3. If the wireless online service is activated, check network settings according to the instructions in "Internet Services".

WEEE Approval

The wireless device complies with the essential requirements and other relevant provisions of the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE Directive).

RoHS Approval

The wireless device complies with the restriction of the use of certain hazardous substances in electrical and electronic equipment Directive 2002/95/EC (RoHS Directive).

Laws and Regulations Observance

Observe laws and regulations when using your wireless device. Respect the privacy and legal rights of the others.

Care and Maintenance

It is normal that your wireless device gets hot when you use or charge it. Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your PC.

- Use your wireless device and accessories with care and in clean environment. Keep the wireless device from a fire or a lit cigarette.
- Protect your wireless device and accessories from water and vapour and keep them dry.
- Do not drop, throw or bend your wireless device.
- Clean your wireless device with a piece of damp and soft antistatic cloth. Do not use any chemical agents (such as alcohol and benzene), chemical detergent, or powder to clean it.

- Do not leave your wireless device and accessories in a place with a considerably low or high temperature.
- Use only accessories of the wireless device approved by the manufacturer. Contact the authorised service centre for any abnormality of the wireless device or accessories.
- Do not dismantle the wireless device or accessories. This will void the warranty.

Emergency Call

This wireless device functions through receiving and transmitting radio signals. Therefore, the connection cannot be guaranteed in all conditions. In case of emergency, you should not rely solely on the wireless device for essential communications.

Specific Absorption Rate (SAR)

Your wireless device is a radio transmitter and receiver. It is not designed to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines are developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for wireless devices is 2.0 W/kg and the highest SAR value for this device when tested complied with this limit.

Body Worn Operation

Important safety information regarding radiofrequency radiation (RF) exposure.

To ensure compliance with RF exposure guidelines the device must be used with a minimum of 1.5 cm separation from the body.

Note:

For details about setting the profile, contact your service provider.

Creating a Dial-up Profile

1. Click **New** to set the profile name, access number, user name, password, Access Point Name (APN) and APN status
2. Click **Advanced** to set the IP information, authentication protocol, Domain Name Server (DNS) and Windows Internet Name Service (WINS)
3. Click **OK** to save the advanced settings and return to the **Dial-Up** interface
4. Click **OK** and the **Prompt** dialog box is displayed
5. Click **Yes** to save the settings; or click **No** to cancel the settings

Editing a Dial-up Profile

1. In the **Profile Name** drop-down combo box, select a setting
2. Click **Edit** to modify the profile name, access number, user name, password, APN name and APN status
3. Click **Advanced** to set the IP information, authentication protocol, DNS, and WINS
4. Click **OK** to save the advanced settings and return to the **Dial-Up** interface
5. Click **OK** and the **Prompt** dialog box is displayed
6. Click **Yes** to save the settings; or click **No** to cancel the edits

Deleting a Dial-up Profile

1. In the **Profile Name** drop-down combo box, select a setting
2. Click **Delete** and the **Prompt** dialog box is displayed
3. Click **Yes** to delete the setting; or click **No** to cancel the deletion

1. Click the **Network Type** tab

2. In the **Network Type** drop-down combo box, select the corresponding network type

3. In the **Band** down-drop list box, select the corresponding frequency band

4. Click **Apply**

5. Click **OK** to save and enable the settings

Selecting a Registration Mode

You can set the search and registration mode after selecting the network type.

1. Click the **Registration Mode** tab

2. Select **Auto search and register** or **Manual search and register**

Auto Search and Register

When you select **Auto search and register**, the terminal product can automatically search and register to a supplied network.

Manual Search and Register

1. Select **Manual search and register**

2. Click **Refresh**

3. Select an operator name in the list

4. Click **Register**

Connection Profile Settings

To display the **Dial-Up** interface, do as follows:

1. Choose **Tools > Options**

2. In the navigation tree, click **Profile Management**

3. Click the **Dial-Up** tab

Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Regulatory Information

The following approvals and notices apply in specific regions as noted.

CE Approval (European Union)

The wireless device is approved to be used in the member states of the EU.
The wireless device complies with the essential requirements and other relevant provisions of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE Directive).

Federal Communications Commission Notice (United States): Before a wireless device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

The SAR limit adopted by the USA and Canada is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type was compliant with this limit.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

* This device should be installed and operated with a minimum distance of 20 cm between the radiator and your body when using it via USB cable.

Acronyms and Abbreviations

- EDGE   Enhanced Data Rates for GSM Evolution
- GPRS   General Packet Radio Service
- GSM   Global System for Mobile Communications
- HSDPA   High Speed Downlink Packet Access
- OS   Operating System
- PIN   Personal Identification Number
- SAR   Specific Absorption Rate
- SIM   Subscriber Identity Module
- UMTS   Universal Mobile Telecommunications System
- USB   Universal Serial Bus
- USIM   UMTS Subscriber Identity Module
- WCDMA   Wideband Code Division Multiple Access

1. Choose **Tools** > **Choose Device**
2. Select a device in the device list
3. Click **OK** to terminate the current terminal and switch to the selected one

Viewing Diagnostics Information

Choose **Tools** > **Diagnostics** to view the diagnostic information of the terminal device.

Startup Settings

You can set the Terminal Management to launch automatically along with Windows and minimise the interface after the startup.

1. Choose **Tools** > **Options**
2. Click **General** in the navigation tree
3. You can choose the following options:
- Select **Launch on Windows startup**: The Terminal Management launches automatically along with Windows.
- Select **Minimise window on startup**: The interface of the Terminal Management is automatically minimised after the Terminal Management is launched.
4. Click **OK** to save the settings

Network Settings

To display the Network interface, do as follows:
1. Choose **Tools** > **Options**
2. In the navigation tree, click **Network**

Selecting a Network Type

You can select different network types to search and access the network.

Entering the PIN Code

When the PIN Verification is enabled, you need to enter the correct PIN code to use the network-related functions.

1. Choose **Tools** > **PIN Operations** > **Enter PIN**

2. Enter the correct PIN code

3. Click **OK** to complete the verification

Note:
If you enter the wrong PIN codes for a preset number of times, the SIM/USIM card is locked and you cannot use it until you enter the PUK code. The Terminal Management prompts you with the remaining number of attempts for entering the PIN code or the PUK code.

Unlocking the PIN

When the SIM/USIM card is locked, the **Unlock PIN** dialog box is displayed after you start the Terminal Management.

1. Enter the correct PUK code

2. Enter the new PIN code

3. Click **OK** to complete the modification

Choosing a Device

The Terminal Management can support different terminal products.

When the Terminal Management is launched, it searches the matched terminal automatically. If two or more terminals are found, the connected terminals are displayed on the **Choose Device** interface. You can choose a terminal to run and click **OK**.

If two or more supported terminals are connected with the PC, you can change or choose a device when running the Terminal Management.

Software Manual

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3 Settings and Information Query

PIN Operations

If a SIM/USIM card is used on the terminal, the Personal Identity Number (PIN) code protects your card from unauthorised use. You can modify the PIN code and enable/disable the PIN verification.

Note:

The PIN code and PIN Unblocking Key (PUK) code are provided along with the SIM/USIM card. For details, contact your service provider.

Enabling/Disabling the PIN Verification

You can enable the PIN Verification. If it is enabled, you need to verify the PIN code when launching the Terminal Management again.

- To enable: Choose **Tools** > **PIN Operations** > **Enable PIN Verification**
- To disable: Choose **Tools** > **PIN Operations** > **Disable PIN Verification**

Modifying the PIN Code

1. Choose **Tools** > **PIN Operations** > **Modify PIN**
2. In the **Modify PIN** dialog box, enter the current PIN code and the new PIN code
3. Enter the new PIN code again
4. Click **OK** to complete the modification

Note:

The PIN code should be a numeric string of 4-8 digits.

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Modifying the PIN Code
1. Choose **Tools** > **PIN Operations** > **Modify PIN**
2. In the **Modify PIN** dialog box, enter the current PIN code and the new PIN code
3. Enter the new PIN code again
4. Click **OK** to complete the modification

Note:
The PIN code should be a numeric string of 4-8 digits.

- **Transfer:** To view the duration of the current connection, uploaded/downloaded speed and data of the current connection.
- **Statistics:** To view the last reset time, daily/monthly/yearly uploaded and downloaded data.

Note:

The statistical data of the traffic is only for your reference. The actual traffic information is accounted on the basis of the traffic data collected by the operator.

Resetting the Statistics Information

To reset the statistics information, do as follows:

1. In the navigation tree, right-click a tab
2. Choose **Reset Statistics**
3. In the **Confirm** dialog box, click **Yes**

1 Description of the Terminal Management GUI

Launching the Terminal Management

To launch the program, double-click the shortcut icon of the Terminal Management on the desktop.

Note:
- When you are required to enter the Personal Identification Number (PIN) code, enter the correct PIN and click OK. If you fail to enter the correct PIN or PIN Unblocking Key (PUK) code, the network-related functions would be unavailable.
- The SIM/USIM card is supplied by the service provider. For details, contact your service provider.

Interface Overview

Shortcut Icons

The following table lists the shortcut icons provided by the Terminal Management.

Click…	To…
	Display the Connection interface
	Query the statistics of the transferred data
	Access the Internet and connect to the website: www.myinternet.com.my
	Access the Internet and connect to the website: www.digi.com.my

Status Information

The following table lists the status information.

Status Information	Description
Network signal	Indicates the signal strength of the network
Network information	Displays the profile of the current network
Network connection	The information of the network connection: • The network is connected • The network is disconnected
Transferred data	• Data download is in progress • Data upload is in progress

2 Internet Services

Accessing the Internet

After setting the network and connection profiles, you can access the network through the Terminal Management.

To access the Internet, do as follows:

1. Click

2. Select the correct profile in the drop-down list

3. Click **Connect** to set up the connection
   When the connection is established, the system automatically connects to the website: www.myinternet.com.my

Note:
   • When the connection is established, the main interface displays the details of the current network.
   • When the connection is established, choose **Disconnect** to disconnect from the network.

Statistics Information

You can use the Statistics function to check the network traffic.

Viewing the Statistics Information

To view the statistics information, do as follows:

1. Click to display the Statistics interface

2. In the navigation tree, click the following tabs to display the corresponding diagram